

# CONVERSip Contact Center Voice Mail User's Guide



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## Benefits of Voice Mail

Voice Mail allows you to receive, edit and forward voice messages to one or more voice mailboxes in your company. With voice mail, employees have their own private mailboxes that are user customizable. Voice mail allows you to pre-record several messages to greet callers and give them helpful information on whether you are in the office, out of the office or busy. Upon receipt of voice messages, you are notified by a message waiting indicator on the digital telephone. While retrieving messages, users may save, delete, save as new or forward them. Messages carry helpful information such the caller number, the date and time stamp of the message and whether it was forwarded from another mailbox. Upon receipt of a message, voice mail may notify the mailbox owner by dialing a pager or mobile telephone number.

- No more “telephone tag”. Voice mail improves communications by allowing people to communicate in non-real-time.
- Shorter calls. When you leave messages on voice mail, your calls are invariably shorter and get right to the point.
- It improves business conducted across several time zones
- It reduces labor costs: instead of answering phones and taking messages, employees are free to do more vital tasks.
- Less paging and shorter holding times.
- 24-hour availability.

## Getting Started – First time setup

When you call voice mail for the first time, you are asked to personalize your mailbox for proper operation:

- Dial the voice number from your telephone

### Record Your Name

- Start recording after the tone. When finished **Press #**.
- **Press 1** to Rerecord, **Press 2** to Replay or **Press 3** to Accept.

### Record Your Default Greeting

- Start recording after the tone. When finished **Press #**.
- **Press 1** to Rerecord, **Press 2** to Replay or **Press 3** to Accept.

### Change Your Password

- Enter your password (Password is always 4 digits in length).
- Confirm your password.

After entering your name, default greeting and password, the first time setup is complete and the mailbox is activated.

## Setup Tips

- Keep your greetings current. Callers are more likely to leave you a message if your greeting is accurate and gives clear directions to callers.
- Record your Out-of-Office greeting. The system automatically plays the Out-of-Office greeting when you press the DND key on your telephone.
- Ask callers to leave relevant information in the message so that your return call can be more productive.
- Your greeting should include alternate extensions to dial. For example, your greeting may tell callers to press 0 for an assistant, press 2,3,4 to call other extension or your mobile number.

Example of default greeting:

*Hello, This Joe Blake. I'm sorry I cannot take your call right now. I you would like to leave me message, press 1, to reach me on my mobile number, press 2, if this is service related, press 3, or Press 0 for my assistant.*

Example of Out-of-Office greeting:

*Hello, This Joe Blake. I will be out of the office till Friday the 22<sup>nd</sup> with limited access to voice mail. If you would like to leave me message, Press 1. If this is an urgent matter, Press 0 for my assistant or Press \* to speak to someone else.*

## Accessing Your Mailbox

**To access your mailbox from your telephone:**

- Dial the voice mail extension number or press the preprogrammed voice mail key on your telephone.
- When prompted, enter your password.

**To access your mailbox from another telephone:**

- Dial the voice mail extension number or press the preprogrammed voice mail key on your telephone.
- When prompted enter your password, **Press #**.
- Enter your user ID (typically your extension number).
- Enter your password.

**To access your mailbox from outside the system:**

- Dial the telephone number of your company's back door number (or the main number, if answered by an auto attendant).
- **Press #**.
- Enter your user ID (typically your extension number).
- Enter your password.

- 1** Play New Messages
- 2** Play Saved Messages
- 3** Play Recorded \* Messages
- 4** Play Deleted Messages
- 9** Send a Message
- #** User Options

## Play Messages

- To play new messages, **Press 1.**
- To play saved messages, **Press 2.**
- To play recorded messages, **Press 3.**
- To play deleted messages, **Press 4.**

### *During Message playback*

#### **Rewind Five Seconds**

- **Press 7** to rewind the message by 5 seconds. This key may be pressed several times to rewind faster.

#### **Pause/Play**

- **Press 8** to pause the message playback. Note that there is a ten-second timeout. When exceeded, the message starts to play automatically. Press 8 again to toggle Play/Pause.

#### **Fast Forward Five Seconds**

- **Press 9** to fast forward the message by 5 seconds. This key may be pressed several times to forward faster.

### *During Message playback or after the message is finished playing*

#### **Message Info**

- **Press 0** to hear the message information envelope. The information includes to date and time the message was left, the caller number (internal or external), its special delivery status (urgent or personal) and whether the message was forwarded by another user or not.

#### **Replay the Message**

- **Press 1** to replay the message from the beginning.

#### **Save the Message**

- **Press 2** to save the message and play the next message. The message is placed in your Saved Message queue.

#### **Delete the Message**

- **Press 3** to delete the message and play the next message. The message is placed in your Deleted Message queue. Up to 20 messages are placed in the Deleted Queue. The newest 20 Deleted messages are kept in the Deleted Message queue.

#### **Save the Message as New**

- **Press 4** to place the message back in the New Message queue and play the next message.

## Forward to Another Mailbox

- **Press 5** to forward a copy of the message to another mailbox, a distribution list or multiple mailboxes. After the message is delivered, the message is still present in the New Message area, and you are prompted to Replay, Save, Delete, Save as New, or Forward.
- When prompted, dial the destination mailbox number or **Press \*** to dial by Name.
  - Enter the destination Mailbox**
    - Dial the destination mailbox number or distribution list.
    - **Press 1** to confirm, **Press 2** to reenter the destination mailbox.
  - Dial by Name**
    - **Press 1** to dial by last name, or **Press 2** to dial by first name.
    - Dial the first 3 letters of the person's name (first or last name depending on the previous selection). Each letter is associated to a key on the telephone's keypad. ABC are dialed with keypad digit 2; DEF with keypad digit 3; GHI with keypad digit 4; JKL with keypad digit 5; MNO with keypad digit 6; PQRS with keypad digit 7; TUV with keypad digit 8; and WXYZ with keypad digit 9.
    - When a match occurs, **Press 1** to accept, or **Press 2** to go the next name
- **Press 1** to deliver the message; **Press 2** to add another mailbox; **Press 3** to append a memo at the beginning of the message; **Press 4** to append a memo at the end of the message; **Press #** to abort and exit without sending.

## Reply to the Sender

- **Press 6** to reply to the sender of the message. If the sender is an internal mailbox, you are automatically connected to the sender's greeting where you can leave a message.

## Send Message

### Send A Message

Send a message to another mailbox, multiple mailboxes or a distribution list. Once the message is delivered, a copy of the message is placed in the Recorded Message queue.

- Start recording after the tone. When finished **Press #**.
- **Press 1** to Rerecord, **Press 2** to Replay or **Press 3** to Accept
- When prompted, dial the destination mailbox number or **Press \*** to dial by Name
  - Enter the Destination Mailbox**
    - Dial the destination mailbox number or distribution list.
    - **Press 1** to confirm, **Press 2** to reenter the destination mailbox.
  - Dial by Name**
    - **Press 1** to dial by last name, or **Press 2** to dial by first name.
    - Dial the first 3 letters of the person's name (first or last name depending on the previous selection). Each letter is associated to a key on the telephone's keypad. ABC are dialed with keypad digit 2; DEF with keypad digit 3; GHI with keypad digit 4; JKL with keypad digit 5; MNO with keypad digit 6; PQRS with keypad digit 7; TUV with keypad digit 8; and WXYZ with keypad digit 9.
    - When a match occurs, **Press 1** to accept, or **Press 2** to go the next name.
- **Press 1**, to deliver the message; **Press 2** to add another mailbox; **Press 3** or **Press #** to abort and exit without sending.



## User Options

### Change Forwarding Settings

You may change your forwarding settings. This function is operational only when you have pre-programmed telephone numbers for your Mobile, Home and Alternate numbers.

- **Press 1** to forward your calls to your preprogrammed Mobile telephone number; **Press 2** to forward your calls to your preprogrammed Home telephone number; **Press 3** to forward your calls to your preprogrammed Alternate telephone number; **Press 4** to cancel all call forwarding.

### Change Forwarding Telephone Numbers

You may change your forwarding telephone numbers. Note that telephone numbers may be external numbers, internal numbers, hunt groups or voice mail.

- **Press 1** to change your Mobile telephone number; **Press 2** to change your Home telephone number. **Press 3** to change your Alternate telephone number.
- Enter the telephone number, **press #** when finished dialing.
- The number is played back. **Press 1** to accept, **Press 2** to change.

### Record Your Greeting

Greetings are messages played back to callers. You may change your Default greeting, your Busy greeting, and your Do Not Disturb greeting.

- Once recorded, these greetings are played back to callers when you are in these states (i.e. Idle -> the default greeting is played; Busy -> the Busy greeting is played; DND-> the Do Not Disturb greeting is played).
  - If the Busy and DND greetings are not recorded, the default greeting is played instead.
- **Press 1** to change your Default greeting; **Press 2** to change your Busy greeting; **Press 3** to change your when Do Not Disturb greeting.
  - Start recording after the tone. When finished **Press #**.
  - **Press 1** to Rerecord, **Press 2** to Replay or **Press 3** to Accept.

### Record Your Name

- The current name is played back; **Press 1** to Rerecord, **Press 2** to Replay, or **Press 3** to Accept.
- On Rerecord, Start recording after the tone. When finished **Press #**.
- **Press 1** to Rerecord, **Press 2** to Replay or **Press 3** to Accept.

### Change your password

- Enter your password (Passwords are always 4 digits in length).
- Confirm your password.

## Modify Your Message Notification Feature

This feature allows you to modify and control how you are notified when a new message is placed in your mailbox. You may customize the numbers to be dialed, the intervals, and the number of repeats on any of your 5 notification entries. The notification stops for a message when you read that message from the mailbox or a notification timeout occurs.

### Modify the notification telephone numbers

➤ **Press 1** to modify the phone numbers.

- Enter the notification entry number from **1 to 5**.
- Enter the new notification telephone number. **Press #** when finished.



**You need to dial 9 in front of the number for notification to outside numbers.**

- **Press 1** for Pager Notification, **Press 2** otherwise.
- When pager is selected, **Dial** the pager follow-on number. **Press #** when finished.

### Modify the notification parameters

➤ **Press 2** to modify the notification parameters.

- **Press 1** to modify the pause time. The pause time is used as a timeout between the main notification number dialed and the pager follow-on number.
  - **Enter 00-99** for 00 to 99 seconds pause.
- **Press 2** to modify the number of repeats. This is the number of times the system is dialing the notification number before it stops.
  - **Enter 00-99** for 00 to 99 repeat times.
- **Press 3** to modify the mean time between attempts. This number represents the number of minutes to wait before operating the next notification attempt.
  - **Enter 00-99** for 00 to 99 minutes wait time between attempts.
- **Press 4** to toggle enable/disable schedule. This function only allows you to enable or disable the schedule. The schedule times have to be programmed by the administrator.

### Enable notification

➤ **Press 3** to enable notification.

### Disable notification

➤ **Press 4** to disable notification.

➤ **Press #** to exit.

## Direct Transfer to a Mailbox

With this feature, you may transfer a connected call directly to another mailbox.

- While on call, press the voicemail key on your digital telephone.
- Wait for voice mail to answer, then enter the destination mailbox.
- Hang up.

## Live Call Record

This feature allows you to record a conversation while on a call. This feature must be enabled for the telephone before it will operate correctly.

- While on call, press the **Record** key on the digital telephone.
- During the recording session, press Record again to stop the recording.

The recorded file is placed in the Recorded Message area for the active mailbox.

## Pick Up a Call from Voice Mail

This feature allows you to pick up a call from the mailbox, while a caller is leaving a message.

- While a caller is leaving a message in your mailbox, the telephone's display indicates the caller number (internal or external), and the Pickup key starts flashing.
- Press the Pickup key.
- Pick up the handset.

Note: Record and Pickup are performed with the same button, depending on the state of the telephone.

## Message Options

When callers leave a voice message in your mailbox, they are given message options.

- Callers finish recording their message by pressing #.
- **Press 1** for Normal delivery; **Press 2** for Urgent delivery; **Press 3** for private delivery; **Press 4** to cancel and delete the message; **Press \*** to return to the company main menu; **Press 0** for an operator.

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